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EDUCATION:

1989 to 1992

University of Wisconsin - Madison, Madison, WI

School of Library and Information Studies

Ph.D. Fall 1992

Minor in Public Policy and Administration

(Dissertation: The Levels of Decisions and Involvement in Decision-Making: Effectiveness and Job Satisfaction in Academic Library Technical Services.)

1986 to 1988

University of Arizona, Tucson, AZ

Master of Library Science

Major Paper addressed the collection development policies of the Mesa State College Library

1981 to 1982

Western State College, Gunnison, CO

Elementary Education/Media Specialist Certificate

1973 to 1977

Edinboro State University, Edinboro, PA

Bachelor of Science, Library Science

EXPERIENCE:

OCLC Online Computer Library Center, Office of Research – Dublin, OH

July 2007 to Present

Senior Research Scientist

Formulate and lead externally-focused research projects and programs that support OCLC's participants and the library community, such as WorldCat data mining.

Represent OCLC and its participants in national and international external community and standards activities.

September 2009 to December 2009

Visiting Researcher, University of Sheffield – Sheffield, England, United Kingdom

Analyze WorldCat query logs with Information Retrieval faculty

Lecture in postgraduate classes

Develop a portrait of researchers in current virtual research environment, JISC-funded project

EXPERIENCE, CONTINUED:

OCLC Online Computer Library Center, Office of Research – Dublin, OH
July 2003 to June 2007

Consulting Research Scientist III

Represent OCLC and its participants in national and international scholarly activities, including contributing to the scholarship in the fields of computer, library, and information science. Provide analysis, advice, and solutions to problems & inquiries directed to the Office of Research by OCLC management and by peer-level staff members. Seek external funding for research projects in collaboration with OCLC's members to investigate issues of importance to libraries and educational institutions.

NetLibrary, a division of OCLC Online Computer Library Center – Boulder, CO
August 1999 to July 2003

Vice President Research and Library Systems

October 2002 to June 2003 – Worked half-time with the OCLC Office of Research staff
Member of the netLibrary Executive Team and Management Team.
Supervised the collection, classification, and subject categorization of electronic books.
Supervised the cataloging and classification of electronic books in MARC format.
Supervised ten librarians and support staff.
Directed the team for the second version of the netLibrary search interface.
Conducted research in the organization and retrieval of electronic books.
Studied user behaviors and usage of electronic books.
Published and presented research findings and electronic book issues.

University of Denver - Denver, CO
Fall 1995 to August 1999

Director and Associate Clinical Professor, Library and Information Services Department, University College

Directed the Library and Information Services Program for University College.
Taught courses, "Organization of Information," "Professional Principles and Ethical Issues," and "Cataloging and Classification."
Conducted research in the areas of organization and access of electronic information and the education of information professionals.
Managed the Library and Information Services Department and budget.
Hired full-time and adjunct faculty.
Prepared the Department for the American Library Association accreditation process.
Promoted the program locally and nationally.
Developed and participated in the netLibrary/University of Denver Corporate/Academic Partnership.

University of Missouri - Columbia, Columbia, MO
Winter 1993 to Summer 1995

Assistant Professor, School of Library and Information Science

Taught the graduate course, "Organization of Information." Teach AACR2 Revised for cataloging monographs; ANSI standards; CD-ROM searching techniques for Wilson Line, SilverPlatter, DIALOG, First Search, EPIC, and OCLC; Indexing and abstracting concepts; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System, the Library of Congress Classification System, and MARC format.
Taught the graduate course, "Cataloging and Classification." Teach AACR2 Revised for cataloging monographs, serials, and audiovisual materials; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.
Taught the graduate course, "Technical Services." Teach the management of technical services including the evaluation of integrated online systems and personnel management.

EXPERIENCE, CONTINUED:

University of Missouri - Columbia, Columbia, MO
Winter 1993 to Summer 1995

Assistant Professor, School of Library and Information Science
Taught the graduate course, "Advanced Cataloging and Classification." Teach AACR2 Revised for cataloging serials, non-print materials, and maps; Library of Congress Subject Headings; the Library of Congress Classification System; OCLC; and MARC format.

University of Wisconsin - Madison, Madison, WI
Spring 1992

Instructor, School of Library and Information Studies
Taught the graduate course, "Cataloging and Classification" Taught AACR2 Revised for cataloging monographs, serials, and audiovisual materials; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.

Fall 1990 to Spring 1992

Teaching Assistant, School of Library and Information Studies
Assisted in the instruction of the graduate course, "Bibliographic Control and Organization." Taught AACR2 Revised for cataloging monographs; CD-ROM searching techniques for Wilson Line, SilverPlatter, and Dialog; Indexing concepts; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.

Fall 1989 to Fall 1990

Reference and Catalog Librarian, Instructional Materials Center
Program Assistant in the reference and catalog departments. Assisted with the collection development and weeding of the reference collection, ILL, CD-ROM and online searching, and the cataloging of the standardized test collection.

Mesa State College Library, Grand Junction, CO
1986 to 1989

Head of Technical Services and Cataloging (promoted)
Supervised two assistants and student assistants.
Oversaw the cataloging and processing of monographs, serials, maps, and audiovisual materials.
Supervised the bar coding of materials and the implementation of the automated catalog.
Faculty liaison for collection development for the School of Nursing and Allied Health. Worked at the reference desk a minimum of 40 hours per month.
Assisted with online searching and bibliographic instruction.

1984 to 1986

Assistant Cataloger
Supervised student assistants.
Coordinator and overseer of the retrospective conversion project and the reclassification of library materials from the Dewey Decimal Classification System to the Library of Congress Classification System.

Delta County Public Library, Delta, CO
1982 to 1984

Children's Librarian
Selected children's materials, presented story hours, and organized the Summer Reading Program.

EXPERIENCE, CONTINUED:

Delta County School District, Delta, CO
1982 to 1984

Elementary School Teacher

Taught grades K-12 as a substitute teacher.
Taught primary grades as a long-term substitute.

Delta Head Start Program, Delta, CO
1981 to 1982

Preschool Teacher

Taught preschool classes to four and five year old children.

Colorado Mountain College, Alpine Campus, Steamboat Springs, CO
1980 to 1981

Instructor in the Early Childhood Education Department

Taught two children's literature courses and a storytelling course.

Preschool Teacher

Supervised students in the Early Childhood Education Department at the college laboratory preschool, The Discovery Center.
Taught preschool classes at The Discovery Center.

Big Beaver Falls Area School District, Beaver Falls, PA
1977 to 1978

Elementary School Librarian

Traveled to three elementary schools in the district.
Taught classes and conducted story hours every thirty minutes for students in grades K-6.
Ordered, cataloged, classified, and processed all materials for the three school libraries.
Documented and accounted for federal, state, and district monies.

OTHER EXPERIENCE:

University of Wisconsin - Madison/Extension, Madison, WI
1993

Course Instructor, School of Library and Information Studies

Taught course "Management of Technical Services" with Debra Wilcox Johnson.
Course focused on the manager as decision-maker. Issues in technical services were used to illustrate the processes of decision-making.

University of Wisconsin - Madison, Madison, WI
1991

Research Assistant, General Library System, Library Coordinating Committee

Met with the directors of the General Library System libraries on a weekly basis and reported directly to the Chancellor of the University. Assisted the library directors in decision-making research.

Consultant for the Use of Online Catalogs

Assisted with focus group interviews and drafted the report of undergraduate students, graduate students, and faculty of the University of Wisconsin - Madison to identify their use of online catalogs.

OTHER EXPERIENCE, CONTINUED

Arrowhead Library System, Janesville, WI
1990

Consultant for the Review of Library Services

Assisted with focus group interviews of Rock County senior citizens to develop county library services for senior citizens. Assisted with the documentation of the results of the interviews.

Western Archaeological Society, Tucson, AZ
1987

Consultant for Technical Services and Cataloging

Taught staff to search and catalog serials on OCLC. Installed OCLC Microenhancer cataloging software and instructed staff in its use.

GRANTS:

Institute for Museums and Library Services Research Grant, 2005-2007. "Seeking Synchronicity: Evaluating Virtual Reference Services from User, Non-User, and Librarian Perspectives." Lynn Silipigni Connaway and Marie L. Radford, Rutgers University. Co-Principal Investigators. \$684,996, plus matching from OCLC and Rutgers: \$405,078. Project Website URL: <http://www.oclc.org/research/projects/synchronicity/>.

Institute for Museums and Library Services Research Grant, 2003-2005. "Sense-making the Information Confluence: The Hows and the Whys of College and University User Satisficing of Information Needs," Brenda Dervin, Ohio State University, Principal Investigator; Lynn Silipigni Connaway and Chandra Prabha, Co-Investigators. \$480,542, plus matching from OCLC and OSU. Project Website URL: <http://www.oclc.org/research/projects/imls/default.htm>

University of Denver, Social Science Foundation Grant, 1998. "Identifying and Representing Electronic Engineering Resources: A Case Study in Knowledge Management." \$2,850.

University of Waikato, Computer Science Department, 1996. "Identifying the Research Needs and Information-Gathering Behaviors of Computer Science Scholars in New Zealand," Sally Jo Cunningham, University of Waikato, Co-Investigator. \$3,000.

University of Missouri-Columbia, Alumni Faculty Development Incentive Award, 1995. "Organized Access to Engineering Internet Resources Using Indexing Principles." \$1000.

Carroll Preston Baber Research Grant, American Library Association, 1995. "Organized Access to Engineering Internet Resources Using Indexing Principles," Danny Wallace, Louisiana State University, Co-Investigator, \$7,500.

Project Web site URL: <http://www.du.edu/~cbrown/baber/>

University of Missouri-Columbia, Summer Research Fellowship and Research Council Grant, 1994, "Decision-Making in Academic Library Technical Services." \$6,000.

CONTRACT:

Engineering Information, Inc., 1997-98. Organization of the International House included in the Ei Village web site. Select, index, and abstract sites for the International House. \$25,000.

PUBLICATIONS:

- Connaway, L. S., Radford, M. L., & Williams, J. D. (2009). Engaging Net Gen students in virtual reference: Reinventing services to meet their information behaviors and communication preferences. In D. M. Mueller (Ed.), *Pushing the edge: Explore, extend, engage: Proceedings of the Fourteenth National Conference of the Association of College and Research Libraries, March 12-15, 2009, Seattle, Washington* (pp. 10-27). Chicago: Association of College and Research Libraries. [Available: <http://www.oclc.org/research/publications/archive/2009/connaway-acrl-2009.pdf>]
- Connaway, L. S. (2008). Make room for the Millennials. *NextSpace*, 10, 18-19. [Available: <http://www.oclc.org/nextspace/010/research.htm>]
- Connaway, L. S., & Dickey, T. J. (2008). Beyond data mining: Delivering the next generation of service from library data. In A. Grove, & A. Rorissa (Eds.), *ASIST 2008: Proceedings of the 71st ASIS&T Annual Meeting, Vol. 45, 2008: People transforming information—Information transforming people*. Silver Springs, MD: American Society for Information Science and Technology.
- McGlamery, S., & Connaway, L. S. (2008). Quality assurance in a multi-state, multi-national virtual reference cooperative. In J. Selthofer, T. Aparac-Jelusic, & M. Krtalic (Eds.), *Proceedings of the LIDA 2008 (Libraries in the Digital Age) Conference, Dubrovnik and Mljet, Croatia, June 2-7, 2008*, 68-78.
- Connaway, L. S., & Olszewski, L. (2008). Visualizing the globalization of WorldCat. *NextSpace*, 9 [Available: <http://www.oclc.org/nextspace/009/research.htm>]
- Connaway, L. S., Radford, M. L., & Dickey, T. J. (2008). On the trail of the elusive non-user: What research in virtual reference environments reveals. *ASIST Bulletin*, 34(2), 25-28. [Available: http://www.asis.org/Bulletin/Dec-07/Bulletin_DecJan08.pdf]
- Connaway, L. S., Radford, M. L., Dickey, T. J., Williams, J. D., & Confer, P. (2008). Sense-making and synchronicity: Information-seeking behaviors of Millennials and Baby Boomers. *Libri*, 58(2), 123-135. [Available: <http://www.oclc.org/research/publications/archive/2008/connaway-libri.pdf>]
- O'Neill, E. T., Connaway, L. S., & Dickey, T. J. (2008). Estimating the audience level for library resources. *Journal of the American Society for Information Science & Technology*, 59(13), 2042-2050.
- Prasse, M. J., & Connaway, L. S. (2008). Usability testing: Method and research. In M. L. Radford, & P. Snelson (Eds.), *Academic library research: Perspectives and current trends* (pp. 214-252). Chicago: Association of College and Research Libraries, a Division of the American Library Association.
- Radford, M. L., & Connaway, L. S. (2008). Cordial connections: Evaluating virtual reference from user, non-user, and librarian perspectives using the critical incident technique. In J. Selthofer, T. Aparac-Jelusic, & M. Krtalic (Eds.), *Proceedings of the LIDA 2008 (Libraries in the Digital Age) Conference, Dubrovnik and Mljet, Croatia, June 2-7, 2008*, 56-67.
- Radford, M. L., & Connaway, L. S. (2008). E-valuating virtual viewpoints: User, non-user, and librarians perspectives on live chat-based reference. In A. Grove, & A. Rorissa (Eds.), *ASIST 2008: Proceedings of the 71st ASIS&T Annual Meeting, Vol. 45, 2008: People transforming information—Information transforming people*. Silver Springs, MD: American Society for Information Science and Technology.

PUBLICATIONS, CONTINUED:

- Connaway, L. S. (2007). The future of e-books. In D. Kresh (Ed.), *The whole digital library handbook*. Chicago: American Library Association.
- Connaway, L. S. (2007). Mountains, valleys, and pathways: Serials users' needs and steps to meet them. Part I: Identifying serials users' needs: Preliminary analysis of focus group and semi-structured interviews at colleges and universities. *Serials Librarian*, 52(1/2), 223-236. [Available: <http://www.oclc.org/research/publications/archive/2007/connaway-serialslibrarian.pdf>]
- Connaway, L. S., & Radford, M. L. (2007). Service sea change: Clicking with Screenagers through virtual reference. In H. Thompson (Ed.), *Sailing into the future: Charting our destiny: proceedings of the Thirteenth National Conference of the Association of College and Research Libraries, March 29-April 1, 2007, Baltimore, Maryland*. Chicago: Association of College and Research Libraries. [Available: <http://www.oclc.org/research/publications/archive/2007/connaway-acrl.pdf>]
- Connaway, L. S., & Radford, M. L. (2007). The thrill of the chase in cyberspace: A report of focus groups with live chat librarians. *Informed Librarian Online*. [Available: <http://www.informedlibrarian.com/questForum.cfm?FILE=gf0701.html>]
- Connaway, L. S., & Wicht, H. L. (2007). What happened to the e-book revolution?: The gradual integration of e-books into academic libraries. *Journal of Electronic Publishing*, 10(3). [Available: <http://hdl.handle.net/2027/spo.3336451.0010.302>]
- Lavoie, B., Connaway, L.S., & O'Neill, E.T. (2007). Mapping WorldCat's digital landscape. *Library Resources & Technical Services*, 51(2), 106-115. [Available: <http://www.oclc.org/research/publications/archive/2007/lavoie-lrts.pdf>]
- Prabha, C., Connaway, L. S., Olszewski, L., & Jenkins, L. (2007). What is enough? Satisficing information needs. *Journal of Documentation*, 63(1), 74-89. [Available: <http://www.oclc.org/research/publications/archive/2007/prabha-satisficing.pdf>]
- Radford, M. L., & Connaway, L. S. (2007). "Screenagers" and live chat reference: Living up to the promise. *Scan*, 26(1), 31-39. [Available: <http://www.oclc.org/research/publications/archive/2007/connaway-scan.pdf>]
- Bolander, R. C., Connaway, L. S., & Radford, M. L. (2006). Seeking synchronicity: OCLC and Rutgers researchers explore virtual reference services by analyzing chat transcripts. *NextSpace*, 2, 18-19. [Available: <http://www.oclc.org/nextspace/002/research.htm>]
- Connaway, L. S., O'Neill, E. T., & Prabha, C. (2006). Last copies: What's at risk? *College & Research Libraries*, 67(4), 370-379. [Available: <http://www.oclc.org/research/publications/archive/2006/connaway-crl07.pdf>]
- Jackson, M., Connaway, L. S., O'Neill, E. T., & Lohr, E. (2006). *Changing global book collection patterns in ARL libraries*. Washington, DC: Association of Research Libraries. [Available: http://www.crl.edu/grn/papers/grn_global_book.asp]
- Knievel, J., Wicht, H., & Connaway, L. S. (2006). Use of circulation statistics and interlibrary loan data in collection management. *College & Research Libraries*, 67(1), 35-49. [Available: <http://www.ala.org/ala/mgrps/divs/acrl/publications/crljournal/2006/januarya/knieval-06.pdf>]

PUBLICATIONS, CONTINUED:

- Lavoie, B., Dempsey, L., & Connaway, L. S. (2006). Making data work harder. *Library Journal*, 131(1), 40-42. [Available: <http://www.libraryjournal.com/article/CA6298444.html>]
- Nicholson, S., Connaway, L. S. & Molyneux, B. (2006). Capturing untapped descriptive data: Creating value for librarians and users. Presented on the panel: Using context to improve data-based library evaluation through data warehousing, data mining and visualization. In A. Grove (Ed.), *Information realities shaping the digital future for all: Proceedings of the ASIST Annual Meeting, Vol. 43, 2006*.
- Radford, M. L., & Connaway, L. S. (2006). Seeking sustainability and singularity: Evaluating virtual reference from user, non-user, and librarian perspectives. In A. Grove (Ed.), *Information realities shaping the digital future for all: Proceedings of the ASIST Annual Meeting, Vol. 43, 2006*.
- Connaway, L. S. (April/May/June 2005). Making data work harder. *OCLC Newsletter*, 268. [Available: <http://www.oclc.org/news/publications/newsletters/oclc/2005/268/downloads/research.pdf>]
- Connaway, L. S. (2005). Physical space for virtual services and collections. *Portal: Libraries and the Academy*, 5(1), 127-131. [Available: http://muse.jhu.edu/journals/portal_libraries_and_the_academy/toc/pla5.1.html]
- Connaway, L. S. (2005). A research funding opportunity for library and information science faculty: The OCLC/ALISE Library and Information Science Research Grant Program. *Journal of Education for Library and Information Science*, 46(3), 258-65.
- Connaway, L. S., Lavoie, B., & Dempsey, L. (2005). Anatomy of aggregate collections: The example of Google Print for Libraries. *D-Lib Magazine*, 11(9). [Available: <http://www.dlib.org/dlib/september05/lavoie/09lavoie.html>]
- Connaway, L. S., Lavoie, B., & O'Neill, E. T. (2005). Mining for digital resources: Identification and characterizing digital materials in WorldCat. In H. Thompson (Ed.), *Currents and convergence: Navigating the rivers of change: Proceedings of the Twelfth National Conference of the Association of College and Research Libraries, April 7-10, 2005, Minneapolis, Minnesota* (pp. 244-250). Chicago: Association of College and Research Libraries. [Available: <http://www.oclc.org/research/publications/archive/2005/connaway-acrl.pdf>]
- Connaway, L. S., & Snyder, C. (2005). Transaction log analyses of electronic book (eBook) usage. *Against the Grain*, 17(1), 85-89. [Available: <http://www.oclc.org/research/publications/archive/2005/connaway-snyder-atg.pdf>]
- Connaway, L. S., Snyder, C., & Olszewski, L. (2005). Geographical representation of library collections in WorldCat: A prototype. In B. Wildemuth, M. Crandall, & A. Grove (Eds.), *Sparking synergies: Bringing research and practice together at ASIS&T '05, October 28-November 2, Charlotte, NC*. Medford, NJ: Information Today.
- Connaway, L. S., Snyder, C., & Olszewski, L. (2005). What in the world: Leveraging corporate assets for internal and external use. *Proceedings of the SLA Annual Conference*, June 5-8, 2005, Toronto, Canada. [Available: <https://www.sla.org/Documents/conf/toronto/Olszewski.doc>]
- Knievel, J., Wicht, H., & Connaway, L. S. (December 2004-January 2005). Collection analysis using circulation, ILL, and collection data. *Against the Grain*, 16(6), 24-26.

PUBLICATIONS, CONTINUED:

- Littman, J., & Connaway, L. S. (2004). A circulation analysis of print books and e-books in an academic research library. *Library Resources & Technical Services*, 48(4), 256-262. [Available: <http://www.oclc.org/research/publications/archive/2004/littman-connaway-duke.pdf>]
- Powell, R. R., & Connaway, L. S. (2004). *Basic research methods for librarians* (4th ed.). Littleton, CO: Libraries Unlimited.
- Wicht, H., & Connaway, L. S. (2004). Using circulation, ILL, and collection characteristics for the development of policies for collections and ILL services. In K. Strauch, R. Bazirjian, & V. Speck (Eds.), *Charleston Conference proceedings, 2003* (pp. 188-191). Westport, CT: Libraries Unlimited.
- Connaway, L. S. (2003). Electronic books (eBooks): Current trends and future directions. *DESIDOC Bulletin of Information Technology*, 23(1), 13-18. [Available: <http://www.oclc.org/research/publications/archive/2003/connaway-desidoc.pdf>]
- Connaway, L. S., & Lawrence, S. R. (2003). Comparing library resource allocations for the paper and the digital library: An exploratory study. *D-Lib Magazine*, 9(12). [Available: <http://www.dlib.org/dlib/december03/connaway/12connaway.html>]
- Connaway, L. S., & Lawrence, S. R. (2003). A comparison of the functions and processes associated with identifying, selecting, acquiring, and organizing paper books and electronic books. In H. A. Thompson (Ed.), *Learning to make a difference: Proceedings of the Eleventh National Conference of the Association of College and Research Libraries, April 10-13, 2003, Charlotte, North Carolina* (pp. 35-45). Chicago: Association of College and Research Libraries. [Available: <http://www.ala.org/ala/mgrps/divs/acrl/events/pdf/connaway.PDF>]
- Hyatt, S., & Connaway, L. S. (October 10, 2002). Utilizing e-books to enhance digital library offerings. *Ariadne*, 33. [Available: <http://www.ariadne.ac.uk/issue33/netlibrary/>]
- Connaway, L. S. (2001). Bringing electronic books (eBooks) into the digital library. In M. E. Williams (Ed.), *National Online 2001: Proceedings of the 22nd National Online Meeting, New York, 15-17, May 2001* (pp. 115-120). Medford, NJ: Information Today.
- Connaway, L. S. (September/October 2001). E-book trends in public libraries. *Public Libraries part E-libraries*, 27-29.
- Connaway, L. S. (2001). Librarians, producers, and vendors: The netLibrary experience. In A. M. Sandberg-Fox (Ed.), *Proceedings of the Bicentennial Conference on Bibliographic Control for the New Millennium: Confronting the challenges of networked resources and the Web: Washington, D.C., November 15-17, 2000* (pp. 429-437). Washington, D.C.: Library of Congress, Cataloging Distribution Service. [Available: http://www.loc.gov/catdir/bibcontrol/connaway_paper.html]
- Connaway, L. S. (2001). netLibrary: Electronic book (eBook) content for the digital library. *California Libraries*, 11(4), 11-12.
- Connaway, L. S. (2001). netLibrary: A Web-based electronic book (eBook) library. *Library Hi Tech*, 19(4), 340-349.

PUBLICATIONS, CONTINUED:

- Lawrence, S. R., Connaway, L. S., & Brigham, K. (2001). Life cycle costs of library collections: Creation of effective performance and cost metrics for library resources. *College & Research Libraries*, 62(6), 541-553.
- Connaway, L. S. (2000). Bringing eBooks into the digital age. In C. Nixon (Ed.), *Internet Librarian International 2000: Proceedings, London, UK, 20-22 March, 2000*. Medford, NJ: Information Today, Inc.
- Connaway, L. S. (2000). eBooks: New opportunities and new challenges. *Technicalities*, 20(5), 8-10.
- Connaway, L. S. (2000). eBooks (still here) one year later: The year in review by an eBook content provider. In R. Bazirjian, & V. Speck (Eds.), *2000 Charleston Conference proceedings: Is bigger better?* Charleston, SC: Against the Grain Press.
- Stern, B. & Connaway, L. S. (1999). Shaping the future of libraries. *New Library World*, 100(7), 297-301.
- Budd, J. & Connaway, L. S. (1998). Discursive content and discursive power in library and information science education. *Libri*, 48(3), 140-152.
- Connaway, L. S. (1998). Professional development grant evaluative report. *MPLA Newsletter*, 42(5), 7, 14, 19.
- Connaway, L. S. & Wallace, D. (1998). Organized access to engineering Internet resources using indexing principles. In C. LaGuardia (Ed.), *Finding common ground: Creating a library of the future without diminishing the library of the past* (pp. 392-397). New York: Neal-Schuman.
- Budd, J. M. & Connaway, L. S. (1997). University faculty and networked information: Results of a survey. *Journal of the American Society for Information Science*, 48(9), 843-852.
- Connaway, L. S. (1997). A model curriculum for cataloging education: The library and information services program at the University of Denver. *Technical Services Quarterly*, 15(1/2), 27-41.
- Connaway, L. S., Johnson, D. W., & Searing, S. (1997). Online catalogs from the users' perspective: The use of focus group interviews. *College and Research Libraries*, 58(5), 403-420.
- Connaway, L. S., Logan, R., & Brown, C. (1997). Identifying and representing electronic engineering resources: A case study in knowledge management. In *Proceedings of the International Symposium on Research, Development & Practice in Digital Libraries ISDL 97, November 18-21, 1997, Tsukuba, Ibaraki, Japan* (pp. 181-184). [Available: <http://www.dl.slis.tsukuba.ac.jp/ISDL97/proceedings/connaway.html>]
- Connaway, L. S. (1996). Focus group interviews: A data collection methodology for decision making. *Library Administration and Management*, 10(4), 231-239.
- Connaway, L. S. & Raber, D. (1996). Two cultures, one faculty: Contradictions of library and information science education. *Journal of Education for Library and Information Science*, 37(2), 120-130.

PUBLICATIONS, CONTINUED:

Cunningham, S. J. & Connaway, L. S. (1996). Information searching preferences and practices of computer science researchers. In J. Grundy (Ed.), *Proceedings: Sixth Australian conference on computer-human interaction, November 24-27, 1996, Hamilton, New Zealand* (pp. 294-299). Los Alamitos, CA: IEEE Computer Society Press.

Connaway, L. S. & Sievert, M. C. (1996). Comparison of three classification systems for information on health insurance. *Cataloging and Classification Quarterly*, 23(2), 89-104. Abstract included in *Conference proceedings of the American Society for Information Science, classification research workshop*, October 16, 1994, Alexandria, Virginia.

Connaway, L. S. (1995). An examination of the inclusion of a sample of selected women authors in books for college libraries. *College and Research Libraries*, 56(1), 71-84.

Connaway, L. S. (1995). The levels of decisions and involvement in decision-making: Effectiveness and job satisfaction in academic library technical services. In R. AmRhein (Ed.), *Continuity and transformation: The promise of confluence: Proceedings of the Seventh National Conference of the Association of College and Research Libraries, March 29-April 1, 1995* (pp. 147-158). Chicago: Association of College and Research Libraries.

Connaway, L. S., Budd, J. M., & Kochtanek, T. R. (1995). An investigation of the use of an online catalog: User characteristics and transaction log analysis. *Library Resources and Technical Services*, 39(2), 142-152.

Connaway, L. S. & Johnson, D. W. (1995). *Technical services: Challenges and changes*. Moderated by Diane Tobin Johnson. Videotape produced by the School of Library and Information Science, University of Missouri - Columbia. Facilitator's Guide prepared by Lynn Silipigni Connaway and Debra Wilcox Johnson.

Connaway, L. S. & Kochtanek, T. R. (1994). MARC bibliographic records: Considerations and conversion procedures for microcomputer database programs. *Microcomputers for Information Management*, 11(2), 69-88.

Johnson, D. W. & Connaway, L. S. (1991). *The older adult in Rock County: Implications for library service*. Arrowhead library system report.

Connaway, L. S. (1987). *An examination and review of the collection development policies and procedures of the Mesa College library*. ERIC Document ED294581.

RESEARCH PROTOTYPES:

The Audience Level prototype is a system developed in conjunction with the Audience Level research project. It uses library holdings data in WorldCat to calculate audience levels for books represented in the WorldCat database, based on the types of libraries that hold the titles. <http://www.oclc.org/research/researchworks/audience/>

The OCLC WorldMap is a prototype system that provides an interactive visual tool for selecting and displaying geographically coded data about libraries and collections. <http://www.oclc.org/research/researchworks/worldmap/prototype.htm>

SELECTED PRESENTATIONS:

- Connaway, L. S., & Radford, M. L. (2009). *"Way sweet" or "just wrong:" Users and librarians reveal critical factors for virtual reference service excellence*. Presented at the ALA 2009 Annual Conference, July 11, 2009, Chicago, Illinois. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20090709-ala.ppt>]
- Connaway, L. S., & Radford, M. L. (2009). *Convenience, connections, correctness, and choice: Critical components of virtual reference service quality*. Presented at the ALA i3 Conference, June 22, 2009, Aberdeen, Scotland. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20090624-i3.ppt>]
- Connaway, L. S., & Radford, M. L. (2009). *'I would sort of appreciate a little more understanding:' Engaging Net Gen students in virtual reference*. Presented at the ACRL Fourteenth National Conference, March, 14, 2009, Seattle, Washington. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrl2009final.ppt>]
- Radford, M. L., & Connaway, L. S. (2009). *CREATING a new theoretical model for reference encounters in synchronous face-to-face and virtual environments*. Juried paper presented at the 2009 ALISE Conference, January 20-23, 2009, Denver, Colorado.
- Connaway, L. S. (2008). *"I can get everything that I can get at a library and more online, and I don't have to go anywhere." Expectations of the Screenager Generation*. Presented at New York Public Library, December 10, 2008, New York City, New York.
- Connaway, L. S., & Dickey, T. J. (2008). *Data mining, advanced collection analysis, and publisher profiles: An update on the OCLC Publisher Name Authority File*. Presented at the XXVIII Annual Charleston Conference, November 7, 2008, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2008.ppt>]
- Connaway, L. S. (2008). *Expectations of the Screenager Generation*. Presented to the RLG Partners meeting, November 6, 2008, Paris, France. [Available: <http://www.oclc.org/programs/events/2008-11-05c.pdf>]
- Connaway, L. S., & Dickey, T. J. (2008). *Beyond data mining: Delivering the next generation of service from library data*. Presented on panel, Transforming data into services: Delivering the next generation of user-oriented collections and services at the American Society for Information Science & Technology 2008 Annual Meeting, October 24-29, 2008, Columbus, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/asist2008.ppt>]
- Radford, M. L., & Connaway, L. S. (2008). *E-evaluating virtual viewpoints: User, non-user, and librarians perspectives on live chat-based reference*. Presented on panel, E-evaluating e-reference: Transforming digital reference through research and evaluation at the American Society for Information Science & Technology 2008 Annual Meeting, October 24-29, 2008, Columbus, Ohio.
- Connaway, L. S. (2008). *Why not the library first?* Presented as a keynote address at the New England Technical Services Librarians Conference, October 20-21, 2008, Manchester, New Hampshire.
- Connaway, L. S. (2008). *Email is for old people: Intergenerational disconnects in virtual reference communication*. Presented at Cleveland State University, September 5, 2008, Cleveland, Ohio.

SELECTED PRESENTATIONS, CONTINUED:

- Radford, M. L., & Connaway, L. S. (2008). *Getting better all the time: Improving communication and accuracy in virtual reference*. Presented at Reference Renaissance, August 4-5, 2008, Denver, Colorado. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/refren08.ppt>]
- Connaway, L. S., Radford, M. L., Dickey, T. J., & Williams, J. A. D. (2008). *"I find what I need": Investigating the behaviors and information seeking preferences of non-users of virtual reference*. Presented at the Library Research Round Table at the American Library Association Conference, June 26-July 2, 2008, Anaheim, California. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/lrrt2008final.ppt>]
- Connaway, L. S., & McGlamery, S. (2008). *Quality assurance in a multi-state, multi-national virtual reference cooperative*. Presented at the Libraries in the Digital Age 2008 Conference, June 2-7, 2008, Dubrovnik and Mljet, Croatia. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/lida2008-mcglameryconnaway.pdf>]
- Radford, M. L., & Connaway, L. S. (2008). *Cordial connections: Evaluating virtual reference from user, non-user, and librarian perspectives using the critical incident technique*. Presented at the Libraries in the Digital Age 2008 Conference, June 2-7, 2008, Dubrovnik and Mljet, Croatia. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/lida2008-radfordconnaway.pdf>]
- Radford, M. L., & Connaway, L. S. & Williams, J. A. D. (2008). *"Ha Ha... Get a real job loser!!!" An analysis of generational differences in the rerepresentation of nonverbal cues and of conflict in live chat transcripts*. Presented at the Nonverbal Communication Interest Group of the Eastern Communication Association Conference, May 1-5, 2008, Pittsburgh, Pennsylvania.
- Connaway, L. S., & Radford, M. L. (2008). *Smiling online: Applying face-to-face reference skills in a virtual environment*. Presented as a Webinar (Web Based Seminar) at OCLC, April 16, 2008, Dublin, Ohio.
- Connaway, L. S., & Radford, M. L. (2008). *Exceeding expectations: E-reference excellence in collaborative VR*. Presented on panel, Best practices in cooperative virtual reference at the Public Library Association 2008 National Conference, March 25-29, 2008, Minneapolis, Minnesota. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/pla2008.ppt>]
- Connaway, L. S., & Olszewski, L. (2008). *OCLC WorldMap: Visualizing information about collections and libraries worldwide*. Presented at OCLC Inclusion Council, January 31, 2008, Dublin, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/worldmapfinal2008-01-31.ppt>]
- Radford, M. L., & Connaway, L. S. (2008). *Users and librarians engaging in virtual spaces: Using critical incidents to inform practice and education in chat reference*. Presented at the ALISE Conference, January 8-11, 2008, Philadelphia, Pennsylvania. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise2008.ppt>]
- Connaway, L. S., de Gaia, J., & Radford, M. L. (2007). *Social networking: The confluence of content, collaboration and community*. Presented at the Online Information Conference, December 4-6, 2007, London, England.

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2007). *"The Library is a good source if you have several months." Making the library more accessible.* Presented at the Oklahoma Chapter, Association of College and Research Libraries (ACRL), November 5, 2007, Tulsa, Oklahoma. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrl-okchapter2007-11-05.ppt>]
- Connaway, L. S. (2007). *"The Library is a good source if you have several months." Making the library more accessible.* Presented at the Delaware Valley Chapter, Association of College and Research Libraries (ACRL), November 2, 2007, Millersville, Pennsylvania. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrl-delval07-connaway.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Connecting in cyberspace: The millennial generation and virtual reference service.* Presented to the panel, Behaviors and preferences of Digital Natives: Informing a research agenda at the American Society for Information Science and Technology 2007 Annual Meeting, October 18-25, 2007, Milwaukee, Wisconsin. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/asist07.ppt>]
- Radford, M. L., Connaway, L. S., & Williams, J. A. D. (2007). *Virtual rituals: Applying Goffman's face-work to an analysis of live chat reference encounters.* Presentation at the Library Research Seminar IV, October 10-12, 2007, London, Ontario, Canada. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/LRS-IV.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Focusing on change: Connecting to both Millennials and Baby Boomers.* Presented at the information: interactions and impact (i3) conference, June 27, 2007, The Robert Gordon University, Aberdeen, Scotland. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070627-i3.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Are we getting warmer? Query clarification in virtual reference.* Presented to the Library Research Round Table at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070623-ala-lrrt.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Getting in synch with Screenagers: Virtual reference and sustaining the relevance of libraries.* Presented to the Independent Reference Publishers Group/ALA Panel, American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070622-ala-irpg.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Not dead yet! Ready reference in live chat reference.* Presented at the RUSA New Reference Research, 13th Reference Research Forum, 2007, at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070624-ala-rusa.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Shared expectations: Getting comfortable and providing quality service in cooperative VR.* Presented at the Best practices in cooperative virtual reference panel session at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070623-ala-oclcpanel.ppt>]
- Connaway, L. S. (2007). *"Google is user friendly—the library catalog is not:" Information-seekers' preferences.* Presented at the Tri-state College Library Cooperative, June 5, 2007, Malvern, Pennsylvania. [Available: <http://www.oclc.org/research/presentations/connaway/20070605-tsclc.ppt>]

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S., & Radford, M. L. (2007). *Service sea change: Clicking with Screenagers through virtual reference*. Presented at the Association for College and Research Libraries, 13th National Conference, March 29-April 1, 2007, Baltimore, Maryland, and as a conference webcast. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070331-acrl.ppt>]
- Radford, M. L., Connaway, L. S., & Williams, J. A. D. (2007). *Face-work in computer-mediated communication: An analysis of live chat reference encounters*. Presented at the New Jersey Communication Association Conference, March 24, 2007, Kean University, Union, New Jersey.
- Connaway, L. S. (2007). *Why not libraries? Users identify their information preferences*. Presented to the Central Ohio Chapter, American Society for Information Science and Technology (CO-ASIS&T), March 6, 2007, Dublin, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/co-asist20070306.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Reflections of reference practice: Analyzing virtual reference transcripts*. Presented to the ALISE Conference, January 16-19, 2007, Seattle, Washington. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise07.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Expect the unexpected: Urban Screenagers' communication and information seeking preferences*. Paper presented at preconference, Urban communication: Creating sites for connection and action, National Communication Association, November 15, 2006, San Antonio, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/nca2006-screenagers.pdf>]
- Connaway, L. S., & Olszewski, L. (2006). *A geographical representation of WorldCat resources: A decision-making tool for acquisitions and collection management*. Presented at the Charleston Conference, November 10, 2006, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/20061110-charleston-worldmap.pdf>]
- Connaway, L. S. (2006). *Capturing untapped descriptive data: Creating value for librarians and users*. Presented at the session, The power of context-empowering data-based librarianship through data warehousing, data mining, and visualization, sponsored by the Special Interest Group on Library Technologies, American Society for Information Society and Technology Conference, November 8, 2006, Austin, Texas. [Available: <http://www.oclc.org/research/presentations/connaway/20061108-asist-untappeddata.ppt>]
- Connaway, L. S., & Radford, M. L. (2006). *Seeking sustainability and singularity: Evaluating virtual reference from user, non-user, and librarian perspectives*. Presented at the session, Shaping the future realities of virtual reference, sponsored by the Special Interest Group on Library Technologies, American Society for Information Society and Technology Conference, November 6, 2006, Austin, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/asist-mlr-r110406.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *"Screenagers" and virtual (chat) reference: The future is now!* Presented at the New Jersey Association of School Librarians, October 29-31, 2006, Long Branch, New Jersey. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/njasl06-screenagers-r.ppt>]

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S., & Radford, M. L. (2006). *Virtual windows: Observing chat reference encounters through transcript analysis*. Presented at a symposium The Role of Observation and the Health of Community at the 19th International Association for People-Environment Studies, September 11-16, 2006, Alexandria, Egypt. [Available: <http://www.oclc.org/research/presentations/connaway/iaps20060828.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Face-work in chat reference encounters*. Presented at the Library Research Round Table Research Forum Librarians as research subjects, American Library Association Conference, June 24, 2006, New Orleans, Louisiana. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/ala06-lrrt.ppt>]
- Connaway, L. S., & Radford, M. L. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented at the QuestionPoint Users Group Meeting, American Library Association, June 25, 2006, New Orleans, Louisiana. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/ala06-qpusers.ppt>]
- Connaway, L. S. (2006). *Mountains, valleys, and pathways: Serials users' needs*. Presented at the NASIG 2006 Annual Conference, May 4-7, 2006, Denver, Colorado. [Available: <http://www.oclc.org/research/presentations/connaway/nasig200605.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Relational communication in chat reference*. Presented at the 10th New Jersey Communication Association Conference, March 25, 2006, Montclair State University, Montclair, New Jersey. [Available: <http://www.oclc.org/research/presentations/connaway/radford-njca-chat-06.ppt>]
- Connaway, L. S. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented to the Research and New Technologies Interest Group, OCLC Members Council, February 14, 2006, Dublin, Ohio. [Available: <http://www.oclc.org/research/memberscouncil/2006-02/connaway.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented at the 2006 ALISE Conference, January 16-19, 2006, San Antonio, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise06.ppt>]
- Connaway, L. S., & Heard, A. (2005). *Publisher name authority project: An attempt to enhance data mining for collection analysis and comparison*. Presented at the Charleston Conference, November 4, 2005, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2005.ppt>]
- Connaway, L. S., & Snyder, C. (2005). *What in the world? Geographical representation of library collections in WorldCat: A Prototype*. Presented at the ASIS&T 2005 Annual Meeting, October 28 - November 2, 2005, Charlotte, North Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/asist20051024.ppt>]
- Connaway, L. S. (2005). *Got data, now what? Analyzing focus groups and usability study results*. Presented to the LAMA/MAES Using Measurement Data for Library Planning and Assessment Committee at the ALA 2005 Annual Conference, June 26, 2005, Chicago, Illinois. [Available: <http://www.oclc.org/research/presentations/connaway/lama200506.ppt>]

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2005). *Data mining: Content management and collection and user analysis and the whys & hows of students & faculty finding what they want: Insights from interviews in an IMLS-funded research study*. Presented as a keynote address at the Iowa OCLC Users Group 22nd Annual Conference, May 27, 2005, Iowa City, Iowa. [Available: <http://www.oclc.org/research/presentations/connaway/20050527-ioug-mining.ppt>]
- Connaway, L. S., Lavoie, B., & O'Neill, E. (2005). *Mining for digital resources: Identifying and characterizing digital materials in WorldCat*. Presented at the ACRL 12th National Conference Currents and convergence: Navigating the rivers of change, April, 9, 2005, Minneapolis, Minnesota. [Available: <http://www.oclc.org/research/presentations/lavoie/acrl2005.ppt>]
- Connaway, L. S. (2005). *Meeting the needs of college and university users: Preliminary results of a two-year multidisciplinary user investigation*. Presented at the NFAIS 47th Annual Conference, February 28, 2005, Philadelphia, Pennsylvania. [Available: <http://www.oclc.org/research/presentations/connaway/nfais2005.ppt>]
- Connaway, L. S. (2005). *An overview of the IMLS project: Sense-making the information confluence: The whys and hows of college and university user satisficing of information needs*. Presented at the Library of Congress Forum, American Library Association Midwinter Conference, January 16, 2005, Boston, Massachusetts. [Available: http://www.oclc.org/research/presentations/connaway/alamw05_lcforum.ppt]
- Connaway, L. S., Wicht, H., & Knievel, J. (2004). *Collection analysis with circulation, ILL and collection statistics: A follow-up presentation*. Presented at the Charleston Conference Issues in book and serial acquisition, November 5, 2004, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2004.ppt>]
- Connaway, L. S. (2004). *Estimating audience level of monographs using holding patterns in WorldCat*. Presented at Library Research Seminar III: Learning and growing; Inquiry into librarianship, October 14-16, 2004, Kansas City, Missouri. [Available: http://www.oclc.org/research/presentations/connaway/lrsIII_audience.ppt]
- Connaway, L. S. (2004). *Understanding virtual users: Connecting research to practice*. Presented at Library Research Seminar III: Learning and growing; Inquiry into librarianship, October 14-16, 2004, Kansas City, Missouri. [Available: http://www.oclc.org/research/presentations/connaway/lrsIII_transaction.ppt]
- Connaway, L. S. (2004). *OCLC Research: Collection assessment and use studies*. Presented at 2004 ALA Midwinter Meeting, January 9-12, 2004, San Diego, California. [Available: <http://www.oclc.org/research/presentations/connaway/alamw2004.ppt>]
- Connaway, L. S. (2003). *Data mining library collection silos: An opportunity for cooperative collection management of print and electronic books*. Presented at the Digital Library Federation, November 17-19, 2003, Albuquerque, New Mexico. [Available: http://www.oclc.org/research/presentations/connaway/df_20031103post.ppt]
- Connaway, L. S. (2003). *Use of circulation statistics and interlibrary loan data in collection management*. Presented at The Games People Play: 23rd Annual Charleston Conference, November 7, 2008, The Lightsey Center, Charleston, South Carolina. [Available: http://www.oclc.org/research/presentations/connaway/charleston_20031103.ppt]

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2003). *The effect of electronic resources on space considerations*. Presented at The library as place: Symposium on building and revitalizing health sciences libraries in the Digital Age, co-hosted by the National Library of Medicine (NLM) and the Association of Academic Health Science Libraries (AAHSL), November 5–6, 2003, Lister Hill Center, National Institutes of Health Campus, Bethesda, Maryland. [Available: http://www.oclc.org/research/presentations/connaway/nlm_20031106.ppt]
- Connaway, L. S. (2003). *Collection assessment and use studies*. Presented to the OCLC Members Council Digital Libraries Research Interest Group, October 28, 2003, Dublin, Ohio. [Available: <http://www.oclc.org/research/memberscouncil/2003-10/connaway.ppt>]
- Connaway, L. S. (2003). *What can be learned from usage data?* Presented at the ASIS&T Annual Conference, October 22, 2003, Long Beach, California. [Available: <http://www.oclc.org/research/presentations/connaway/asist20031003post.ppt>]
- Connaway, L. S. (2003). *A comparison of the functions and processes associated with identifying, selecting, acquiring, and organizing paper books and electronic books*. Presented at the Association of College and Research Libraries, April 10-13, 2003, Charlotte, North Carolina.
- Connaway, L. S. (2001). *Research in the 21st century: Trends in library collections and access*. Presented at concurrent session during the Society for Scholarly Publishing Conference, June 8, 2001, San Francisco, California.
- Connaway, L. S. (2001). *Upstreaming: Changing expectations in libraries & information provision*. Presented at the Society for Scholarly Publishing Conference, Plenary III, June 8, 2001, San Francisco, California.
- Connaway, L. S. (2001). *Bringing electronic books (eBooks) into the digital library*. Presented at the National Online Conference, May 15-17, 2001, New York City, New York.
- Connaway, L. S. (2001). *eBooks and enterprise-wide learning in the future*. Presented at the eLearning Conference, April 19, 2001, Washington Convention Center, Washington, D.C.
- Connaway, L. S. (2001). *netLibrary: Helping the proliferation of the scholarly monograph*. Presented at the Scholarly Communication Symposium Digital publishing, March 23, 2001, University of Nebraska, Lincoln, Nebraska.
- Connaway, L. S. (2000). *netLibrary: Helping or hindering the demise of the scholarly monograph?* Presented at the Modern Language Association Conference, December 28, 2000, Marriott, Washington, D.C.
- Connaway, L. S. (2000). *Exploring partnerships: Opportunities for collaborations: What can producers and vendors provide?* Presented at the Library of Congress Bicentennial conference on bibliographic control for the new millenium: AACR2, metadata, and the web, November 15-17, 2000, Library of Congress, Washington, D.C.
- Connaway, L. S. (2000). *eBook challenges and opportunities in the new millennium*. Presented at Online publishing: Winning strategies and business models for the transition to electronic book publishing, July 17, 2000, Sydney, Australia.
- Connaway, L. S. (2000). *Libraries: Bridging the digital divide*. Presented at the HEAR Conference, July 12-14, 2000, Crested Butte, Colorado.

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2000). *eBooks into the digital library*. Presented at the Library Information and Technology Association, ALA Annual Conference, July 9, 2000, Chicago, Illinois.
- Connaway, L. S. (2000). *The emerging role of electronic books*. Presented at Building scholarly communities, the 136th Membership Meeting of the Association of Research Libraries, May 19, 2000, Baltimore, Maryland.
- Connaway, L. S. (2000). *eBooks into the digital library*. Presented at the Manitoba Library Conference, May 11-13, 2000, Winnipeg, Canada.
- Connaway, L. S. (2000). *The issues and challenges of electronic books in the digital library*. Presented at the Alberta Library Association Conference 2000, April 27-30, 2000, Alberta, Canada.
- Connaway, L. S. (2000). *The new aggregators: Internet libraries*. Presented at a discussion panel at the National Electronic Publishing Seminar, April 13-15, 2000, Library of Congress, Washington, D.C.
- Connaway, L. S. (2000). *Electrifying the book: Evolution or revolution?* Presented on April 4, 2000, Brooklyn, New York.
- Connaway, L. S. (2000). *Electronic books: The next big thing?* Presented at the Public Library Association Conference 2000, March 31, 2000, Charlotte, North Carolina.
- Connaway, L. S. (2000). *Bringing electronic books into the digital library*. Presented at the Internet Librarian International 2000, March 19-23, 2000, Olympia 2, London, England.
- Connaway, L. S. (2000). *Are eBooks in your (library's) future? Models for selection, acquisition, and access to eBooks*. Presented at the Indiana Library Federation Preconference, March 13, 2000, Indiana Convention Center, Indianapolis, Indiana.
- Connaway, L. S. (2000). *Electronic books (eBooks) in the digital library: Opportunities and challenges for librarians and publishers*. Presented at the eBook Forum–NYLINK, March 6, 2000, Rochester, New York.
- Connaway, L. S. (2000). *Purchasing electronic books (eBooks): Opportunities and challenges for librarians and publishers*. Presented at the Ontario Library Association Conference, February 4, 2000, Toronto, Canada.
- Connaway, L. S. (2000). *Challenges of cataloging eBooks*. Presented at the Heads of Cataloging Discussion Group, ALA Midwinter 2000 Conference, January 17, 2000, San Antonio, Texas.
- Connaway, L. S. (2000). *Preservation in the new millennium: Saving Dick and Jane through new technologies*. Presented at the Preconference forum at the ALA Midwinter Conference 2000, January 14, 2000, San Antonio, Texas.
- Connaway, L. S. (2000). *A system (experimental) for organizing and retrieving multimedia resources*. Presented at ALISE Annual Conference 2000, January 12, 2000, San Antonio, Texas.
- Connaway, L. S. (1999). *The future of eBooks from the publisher's and librarian's perspective*. Presented at the Amigos 1999 Fall Conference, November 11-12, 1999, Dallas, Texas.

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (1999). *Future of eBooks in the role of scholarly communication and distance education*. Presented at the Charleston Conference, November 5, 1999, Charleston, South Carolina.
- Connaway, L. S. (1999). *Electronic books: Issues for producers, licensees, purchasers, and users*. Presented at the ASIS Annual Conference, November 3, 1999, Washington, D.C.
- Connaway, L. S., & Bruce, B. (1999). *A system (experimental) for organizing and retrieving multimedia resources*. Presented at the ASIS Annual Conference, November 2, 1999, Washington, D.C.
- Connaway, L. S. (1999). *Bringing eBooks into the digital library*. Presented at Netspeed-99, September 24, 1999, Edmonton, Alberta.
- Connaway, L. S. (1999). *Future of eBooks*. Presented at the Society for Scholarly Publication Conference, June 11, 1999, Boston, Massachusetts.
- Connaway, L. S. (1998). *Electronic books and distance education: A natural partnership*. Presented at a luncheon sponsored by the netLibrary, Inc. and the University of Denver at the Association of Library and Information Science Educators 1999 Conference, January 27, 1999, Philadelphia, Pennsylvania.
- Connaway, L. S. (1998). *Re-visioning the curriculum*. Presented at the Plenary Session at the Association of Library and Information Science Educators 1998 Conference, January 8, 1998, New Orleans, Louisiana.
- Connaway, L. S., & Budd, J. M. (1998). *Discursive content and discursive power in library and information science education*. Presented at the Association of Library and Information Science Educators 1998 Conference, January 7, 1998, New Orleans, Louisiana.
- Connaway, L. S., Logan, R., & Brown, C. (1997). *Identifying and representing electronic engineering resources: A case study in knowledge management*. Presented at the International Symposium on Research, Development & Practice in Digital Libraries: ISDL '97, sponsored by the University of Library and Information Science, November 19, 1997, Tsukuba Science City, Japan.
- Connaway, L. S. (1997). *The future of education in library and information science: Reforming or reinventing?* Sponsored by the Committee on Education and presented as one of four speakers at the American Library Association 1997 Annual Conference, June 29, 1997, San Francisco, California.
- Connaway, L. S. (1997). *Creating the CyberCataloger: Educating and training librarians to catalog electronic resources*. Presented at a discussion sponsored by the Heads of Cataloging Discussion Group and The Committee on Education, Training, and Recruitment for Cataloging, February 17, 1997, Washington, D.C.
- Connaway, L. S. (1997). *Educating information professionals for a changing environment*. Presented at the Association of Library and Information Science Educators 1997 Conference, February 12, 1997, Washington, D.C.
- Connaway, L. S. (1996). *Regional opportunities for a professional library degree*. Presented at the Wyoming Library Association Program, October 3, 1996, Casper, Wyoming.

SELECTED PRESENTATIONS, CONTINUED:

Connaway, L. S. (1996). *Educational opportunities for Colorado information specialists*. Presented at the Colorado Educational Media Association and the Colorado Library Association Joint Conference, Technical Services and Automation Division, August 15-17, 1996, Denver, Colorado.

Connaway, L. S. (1996). *What we do & who we are: Changing roles in technical services*. Presented at the Colorado Educational Media Association and the Colorado Library Association Joint Conference, Technical Services and Automation Division, August 15 - 17, 1996, Denver, Colorado.

Connaway, L. S. (1996). *Beyond bean counting: Focus groups and other client centered methodologies*. Presented at ALA Annual Conference, LAMA Statistics Section, Data Collections for Library Managers Committee; PLA Research and Statistics Committee, July 7, 1996, New York City, New York.

Connaway, L. S., & Budd, J. M. (1996). *Effects of information networking on the communication and collaboration of scholars*. Paper session presented at the Finding common ground: Creating a library of the future without diminishing the library of the past conference, sponsored by the Harvard College Library, March 30-31, 1996, Cambridge, Massachusetts.

Connaway, L. S., & Wallace, D. (1996). *Organized access to engineering Internet resources using indexing principles*. Presented at the Finding common ground: Creating a library of the future without diminishing the library of the past conference, sponsored by the Harvard College Library, March 30-31, 1996, Cambridge, Massachusetts.

Connaway, L. S. (1996). *Preparing information professionals for a changing environment*. Presented at the College and University Division Spring Meeting, Colorado Library Association, March 18, 1996, Denver, Colorado.

Connaway, L. S., & Raber, D. (1996). *Two cultures, one faculty: Contradictions of library and information science education*. Presented at General session I: Conflict and cooperation in changing cultures: The academy and LIS education, Association of Library and Information Science Educators 1996 Conference, January 17, 1996, San Antonio, Texas.

Connaway, L. S. & Wallace, D. (1995). *Organized access to engineering internet resources using indexing principles*. Presented at the American Society for Information Science Annual Conference, October 9-12, 1995, Chicago, Illinois.

Connaway, L. S. (1995). *The changing role of technical services*. Presented at the Missouri Library Association Annual Conference, October 5, 1995, Kansas City, Missouri.

Connaway, L. S. (1995). *The levels of decisions and involvement in decision-making: Effectiveness and job satisfaction in academic library technical services*. Presented at the Association of College and Research Libraries 7th National Conference, March 30, 1995, Pittsburgh, Pennsylvania.

Connaway, L. S. (1995). *The competencies necessary for a cataloger*. Served as panelist for the Heads of Cataloging Discussion Group, Association for Library Collections and Technical Services, at the American Library Association Midwinter Conference 1995, February 6, 1995, Philadelphia, Pennsylvania.

SELECTED PRESENTATIONS, CONTINUED:

Connaway, L. S. (1993). *The levels of decisions and involvement in decision-making: Effectiveness and job satisfaction in academic library technical services*. Presented at the American Library Association Annual Conference, 1993, Library Research Round Table Forum, June 27, 1993, New Orleans, Louisiana.

Connaway, L. S. (1993). *Quality in technical service: How we teach it, how we achieve it from the research perspective*. Presented at the Association of Library and Information Science Educators 1993 Conference, January 20, 1993, Denver, Colorado.

Connaway, L. S. (1991). *Are we there yet? Women in a core collection for undergraduate libraries*. Presented at the 16th Annual Women's Studies Conference, October 19, 1991, University of Wisconsin – Milwaukee, Milwaukee, Wisconsin.

Connaway, L. S., & Johnson, D. W. (1990). *Cataloger as decision-maker*. Presented at the Wisconsin Library Association Annual Conference, November 14, 1990, Appleton, Wisconsin.

WORK CURRENTLY SUBMITTED OR IN PROGRESS FOR PUBLICATION OR CONFERENCE PRESENTATION:

PUBLICATIONS:

Radford, M. L., & Connaway, L. S. (in press). Getting better all the time: Improving communication and accuracy in virtual reference. In M. L. Radford, & R. D. Lankes, (Eds.), *Creating the reference renaissance: Current & future trends*. NY: Neal-Schuman.

Radford, M. L. & Connaway, L. S. (2009). Quality inquiry: User perspectives on virtual reference practice. Paper accepted for presentation on panel, Social reference and digital reference: Online question answering practices in two diverse communities. Submitted for publication in the *American Society for Information Science and Technology 2009 Annual Meeting proceedings*, November 6-11, 2009, Vancouver, BC.

Radford, M. L. & Connaway, L. S. (2009). Thriving on theory: A new model for virtual reference encounters. Paper accepted for presentation on panel, Opportunities, threats, & theoretical approaches: Research in traditional and social virtual reference quality. Submitted for publication in the *American Society for Information Science and Technology 2009 Annual Meeting proceedings*, November 6-11, 2009, Vancouver, BC.

Radford, M. L., Radford, G. P., Connaway, L. S., & Williams, J. D. (2009). On virtual face-work: An ethnography of two live chat reference interactions. Paper submitted to *Library Quarterly* for publication.

CONFERENCE PRESENTATION:

Radford, M. L., & Connaway, L. S. (2009). *Quality inquiry: User perspectives on virtual reference practice*. Accepted for presentation on panel, Social reference and digital reference: Online question answering practices in two diverse communities at the American Society for Information Science and Technology 2009 Annual Meeting, November 6-11, 2009, Vancouver, British Columbia.

WORK CURRENTLY SUBMITTED OR IN PROGRESS FOR PUBLICATION OR CONFERENCE PRESENTATION, CONTINUED:

CONFERENCE PRESENTATION, CONTINUED:

Radford, M. L., & Connaway, L. S. (2009). *Thriving on theory: A new model for virtual reference encounters*. Accepted for presentation on panel, Opportunities, threats, & theoretical approaches: Research in traditional and social virtual reference quality at the American Society for Information Science and Technology 2009 Annual Meeting, November 6-11, 2009, Vancouver, British Columbia.

Radford, M. L., Radford, G. P., Connaway, L. S., & Williams, J. D. (2009). *On virtual face-work: An ethnography of two live chat reference interactions*. Juried paper submitted for possible presentation at the 2009 NCA Conference, November 12-15, 2009, Chicago, Illinois.

AWARDS & HONORS:

- | | |
|----------------------|--|
| 2005 | Succession Management Training
OCLC Online Computer Library Center, Inc. |
| 1994 | Gold Chalk Award , Graduate Professional Council
University of Missouri-Columbia |
| 1993 | Beta Phi Mu , International Library Science Honor Society
Beta Beta Epsilon, University of Wisconsin-Madison chapter |
| 1991 | TA Fellow , College of Letters and Science
University of Wisconsin – Madison |
| 1987, 1990, and 1997 | Professional Development Grant
Mountain Plains Library Association |

PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS:

American Library Association
Research Series Editorial Board, 2009-2012
Committee on Education, 1997-1999 and 2009-2011
Chair, 2009-2010
Committee on Accreditation, 2005-2009
Chapter Councilor, 2001-2003
Represent the Colorado Library Association
eBook Task Force, 2001-2003
Loleta Fyan Grant Jury, 1997

PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS, CONTINUED:

Association for Library Collections & Technical Services

Library Resources & Technical Services Editorial Board, 2001-2005.

Media Resources Committee, 1999-2003

Margaret Mann Citation Committee, 1994

Education for Collection Development Committee, 1994

Committee on Education, Training and Recruitment for Cataloging, 1994-1999

Association for College and Research Libraries

15th Conference Executive Committee, 2009-2011

Invited Speaker Committee, Co-Chair, 2009-2011

Research Planning & Review Committee, Vice-Chair, 2009-2010

President's Program Committee, Co-Chair, 2006

12th Conference Executive Committee, 2003-2005

Innovations and Scholarship Subcommittee, Chair, 2003-2005

Library Information and Technology Association

Library Research Round Table

Member at Large, 2000-2003

Program Chair, 1997-98

American Society for Information Science and Technology

Classification Research Special Interest Group

Education Special Interest Group

Information Needs, Seeking and Use

Digital Libraries

Association of Library and Information Science Educators

Member of Development & Advancement Committee, 2007-2009

Member of the Professional Contribution to LIS Education Award, 2008

OCLC/ALISE Library and Information Science Research Grant Program, Chair,
2005-present

New Faculty Special Interest Group, Convener, Annual Conference 1994
and 1995

Technical Services Education Special Interest Group, Convener, Conference 1994

Membership Committee, 1993-95

Technical Services and Automation Division, Secretary, 1988-1989

Colorado Library Association

College and University Division, Secretary, 1987-1988

International Federated Library Association

Library and Theory Subcommittee, 2007-2011

Representative for the American Library Association, Library Research Round
Table

Mesa College Office Personnel Association, President, 1987-1988

Mountain Plains Library Association, 1985-1989 and 1995 to present

Open Ebook Forum, 1999-2004

Special Library Association, 1989-1992, and 2000-2003

SERVICE:

Council on Library Resources, Reviewer

Journal of Education for Library and Information Science, Reviewer

Journal of the American Society for Information Science, Reviewer

Mesa County Public Library District

Strategic Planning Committee Member, 2008

One Book Committee, Steering Committee Member, 2007 to present

Advisory Board, Library and Information Science Program, University of Denver,
August 1995 to present

Editorial Board of journal, *Library and Information Science Research*,
January 1999 to 2006

Advisory Council, School of Information Studies, Florida State University, February 2000-2002

NISO Networked Reference Services Workshop, Member, April 2001

NISO Forum on Library Statistics and Performance Measures, Member, February 2001

Search Committee for the Director of Human Resources, University of Denver, 1998

Search Committee for the Associate Dean of Academic Affairs, University College, University of
Denver, 1998

U.S. Institute of Museum & Library Services, National Leadership Grants Review Committee,
1998

Advising Task Force, University College, University of Denver, 1997-98

Faculty Senate, University of Denver, University College Senator, 1996-98

U.S. Department of Education, Library and Information Science Program Fellowship Review
Committee, 1996

Advisory Committee for the U.S. Department of Education funded OCLC project "Building a
Catalog of Internet Resources," Member, 1995-1996